

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L3	185	(device channel communication) adj driver with (look\$up look\$3 adj up)	US-PCPUB; USPAT; USOCR; FPFS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 09:50
L4	5	(device channel communication) adj driver with (look\$up look\$3 adj up) and (call adj center)	US-PCPUB; USPAT; USOCR; FPFS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 09:51
L5	7	(device channel communication) adj driver with (look\$up look\$3 adj up) and (communication call contact customer) adj2 (agent center)	US-PCPUB; USPAT; USOCR; FPFS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 09:52
L6	1	(device channel communication) adj driver with (look\$up look\$3 adj up) with command	US-PCPUB; USPAT; USOCR; FPFS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 09:52
L7	0	(channel communication) adj driver with (look\$up look\$3 adj up) with command	US-PCPUB; USPAT; USOCR; FPFS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 09:53
L8	5	(channel communication) adj driver with (look\$up look\$3 adj up)	US-PCPUB; USPAT; USOCR; FPFS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 09:53

L9	5	(device) adj driver with (look\$up look\$3 adj up) and (e\$mail) and fax and (phone telephone)	US-PCPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 09:53
L10	95	(device) adj driver with (table list) and (e\$mail) and fax and (phone telephone)	US-PCPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 09:54
L11	25	(device) adj driver near2 (table list) and (e\$mail) and fax and (phone telephone)	US-PCPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 09:54
L12	1	("20040031030").PN	US-PCPUB; USPAT	OR	OFF	2008/12/17 10:07
L13	1	12 and (driver with table)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:07
L14	8	call adj center and channel adj driver	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L15	18	call adj center and media adj driver	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L16	34	call adj center and communication adj driver	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L17	132	call adj center same (media channel communication) adj (interface api)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51

L18	1341	call adj center and (media channel communication) adj (interface api)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L19	57	channel adj driver same table	US-PGPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L20	1554	(709/205).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/12/17 10:51
L21	1097	(719/310).CCLS.	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 10:51
L22	928	(719/321).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/12/17 10:51
L23	91	(call contact agent service) near3 center same (list table map mapping) with driver	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L24	56	(list table map mapping) near2 driver with (storage communication channel interface) with event	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L25	14	(list table map mapping) near2 driver with (communication channel) with interface	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L26	90	(e\$mail electronic adj mail fax facsimile telephone chat session channel) near driver with (table listing list map mapping)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L27	162	communication adj server with driver	US-PGPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L28	1137	(719/318).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/12/17 10:51
L29	1666	(719/328).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/12/17 10:51

L30	3	(call contact agent service) near3 center same (user adj interface gui) same (list table map mapping) same driver	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L31	22	(call contact service) near (center agent) same (list table map mapping) with driver with (communication channel interface)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L32	38	multi\$channel same driver and event same (work request)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L33	11	communication adj server with (driver) near3 (email phone telephone fax media adj channel)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L34	36	(table) with (driver type) near3 (channel) with (gui interface button)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L35	315	(table map mapping linking relation\$4) with (command driver type) near3 (channel) with (gui interface button)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L36	2	(call contact) near center same (list table map mapping) with driver with (communication channel interface)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L37	22	(call contact service) near (center agent) same (list table map mapping) with driver with (storage communication channel interface)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L38	133	(table) near6 (driver interface api) near3 (email phone telephone fax media adj channel)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51

L39	25	(user adj interface gui) with (command handler) with (driver) with (email fax phone telephone media adj channel)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L40	11	(gui user adj interface button) with (table map mapping linking relation\$4) with driver near3 (channel telephone email fax communication)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L41	219	(table map mapping linking relation\$4) with (driver) near3 (channel)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L42	8	channel adj driver and (call adj center)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L43	43	client same server same channel same driver same agent	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L44	30	(multi\$channel multiple adj2 channel) same driver same (event alarm alert notification) same (work request)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L45	49	(set plurality multi multiple group) with (communication adj channel) same (work workflow) same (event alarm notification)	US-PCPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L46	332	(multi\$channel multiple adj2 channel) same (event alarm alert notification) same (work request)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L47	69	(table) near6 (driver interface api) near3 (email phone telephone fax channel) same (gui user adj interface)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51

L48	33	email adj (driver program application interface object) same fax adj (driver program application interface object)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L49	2	(table map mapping linking relation\$4) with (command driver) near3 (channel telephone email fax communication) same call adj center	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L50	8	(table) near6 (driver) near3 (email phone telephone fax media adj channel)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L51	11	email near2 button same driver	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L52	247	(table) with (command driver type) near3 (channel) with (gui interface button)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L53	171	(gui user adj interface button link) with (table map mapping linking relation\$4) with communication adj channel	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L54	72	channel adj driver same (manager)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L55	7	(support) adj2 center same (user adj interface gui) same event same agent	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L56	3	multi\$channel same driver same event same (work request)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L57	12	channel adj driver same (channel adj manager)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51

L58	14	channel adj driver same (communication adj manager)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L59	33	email adj (driver program application interface) same fax adj (driver program application interface)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L60	69	(gui user adj interface button) with (table map mapping linking relation\$4) with (command driver) near3 (channel telephone email fax communication)	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L61	27	(call support) adj center same (user adj interface gui toolbar) with (object icon button element link) with (function command method)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L62	8	(call support) adj center same (user adj interface gui toolbar) with (object icon button element link) with (function command method) with (list\$3 table map mapping database rule policy)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L63	37	(email fax telephone) adj button same driver	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L64	38	(call support) adj center same (user adj interface gui) same event same agent	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L65	12	(gui user adj interface button) with (table map mapping linking relation\$4) with driver with channel	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L66	35	(call support) adj center same (user adj interface gui) with object	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51

L67	29	(multi\$channel multiple adj channel) same driver same (event alarm alert notification) same (work request)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L68	47	(call support) adj center same (user adj interface gui toolbar) with ((object icon button element link) (function command method)) with (list\$3 table map mapping database rule policy definition)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L69	44	(call support) adj center same (user adj interface gui toolbar) with ((object icon button element link) (function command method)) with (list\$3 table map mapping database rule policy)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L70	27	(gui user adj interface button) with (table map mapping linking relation\$4) with communication adj channel	US-PCPUB; USPAT; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51
L71	121	(call support contact customer with service) adj center same (user adj interface gui toolbar frame screen) with ((object icon button element link) (function command method)) with (list\$3 table map mapping database rule policy definition)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/12/17 10:51

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